Table 2.39
Office of the Ombudsman for Foster Care - Cases, Case Types, and Resolution May 1, 2001-2003

Total Calls 1,296 8,623 8,903 Requests for Information 559 7,201 7,178 Complaints 550 716 1,059 Referrals 187 706 666 Response to Complaint 117 706 666 Response to Complaint 203 164 219 Consultation 203 164 219 Case Conferencing 11 25 47 Status of Complaint 203 164 219 Case Conferencing 396 536 909 Active 154 180 150 Source of Complaint 154 180 150 Source of Complaint N/A 154 330 150 Source of Complaint N/A 128 139 138 185 Grandparent N/A 128 139 138 185 130 138 185 139 138 138 135 138 138 135<		2000-01	2001-02	2002-03
Complaints Referrals 550 716 1,059 Referrals 187 706 666 Response to Complaint Investigation 336 527 793 Consultation 203 164 219 Case Conferencing 11 25 47 Status of Complaint Closed 396 536 909 Active 154 180 150 Source of Complaint Youth N/A 154 180 150 Source of Complaint Youth N/A 154 330 150 Care Providers N/A 128 139 138 Grandparent N/A 128 139 138 Parent N/A 88 185 04 148 185 Other Relative N/A 87 N/A 27 90 17 18 185 185 185 185 185 18 185 18 185 18 18 18 18 18 18	Total Calls	1,296	8,623	8,903
Response to Complaint Investigation 336 527 793 Consultation 203 164 219 Case Conferencing 11 25 47 Status of Complaint Closed 396 536 909 Active 154 180 150 Source of Complaint Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 128 139 Grandparent N/A 48 185 Other Relative N/A 67 90 County Social Worker or N/A 37 N/A Probation Officer N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 17 5 Independent Living Staff N/A 17 5 Other N/A 153 233 Personal Rig	Requests for Information	559	7,201	7,178
Response to Complaint	Complaints	550	716	1,059
Investigation	Referrals	187	706	666
Investigation				
Consultation 203 164 219 Case Conferencing 11 25 47 Status of Complaint Closed 396 536 909 Active 154 180 150 Source of Complaint Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or Probation Officer N/A 37 N/A Local Professional N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Li				
Case Conferencing 11 25 47 Status of Complaint 396 536 909 Active 154 180 150 Source of Complaint Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A 37 N/A Probation Officer N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint Placement N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A	· · · · · · · · · · · · · · · · · · ·			
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Closed Active 396 536 909 Active 154 180 150 Source of Complaint Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A 37 N/A Probation Officer N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint Placement N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program	Case Conferencing	11	25	47
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Source of Complaint Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A 37 N/A Probation Officer Local Professional N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint Placement N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 10 14 Discrimination N/A N/A N/A 10 10 Incrimination N/A N/A N/A 10 Incrimination N/A N/A	•	396	536	909
Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A N/A 37 N/A Probation Officer N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 153 23 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 15 5	Active	154	180	150
Youth N/A 154 330 Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A N/A 37 N/A Probation Officer N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 153 23 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 15 5	0 (0 1)			
Care Providers N/A 128 139 Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A 37 N/A Probation Officer N/A 37 70 Local Professional N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 153 23 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 15 5	•	N1/A	454	000
Grandparent N/A 93 138 Parent N/A 88 185 Other Relative N/A 67 90 County Social Worker or N/A 37 N/A Probation Officer N/A 37 70 Local Professional N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 35 87 Subject of Complaint N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 15 5 <td></td> <td></td> <td></td> <td></td>				
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Local Professional N/A 37 70 Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 35 87 Subject of Complaint N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A N/A 10 14 Discrimination N/A N/A N/A 10		N/A	37	IN/A
Group Home or Foster Family Agency N/A 32 10 Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 35 87 Subject of Complaint N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A N/A 10 14 Discrimination N/A N/A 10	Local Professional	N/A	37	70
Court Attorney or CASA N/A 28 5 Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint N/A 35 87 Subject of Complaint N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A 10 14 Discrimination N/A N/A 10	Group Home or Foster Family Agency	N/A		10
Independent Living Staff N/A 17 5 Other N/A 35 87 Subject of Complaint Placement N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A 10 14 Discrimination N/A N/A N/A 10		N/A		5
Other N/A 35 87 Subject of Complaint Placement Placement Placement Personal Rights Violation Personal Rights Violation N/A N/A 206 323 Personal Rights Violation Probation Issues Independent Living Program Independent Living Program N/A N/A 99 197 Medical, Dental, or Mental Health Abuse and Neglect in Placement Immigration N/A N/A 44 44 Abuse and Neglect in Placement Immigration Court, Attorney, or CASA Issues N/A N/A 15 5 Court, Attorney, or CASA Issues Discrimination N/A 10 14 Discrimination N/A N/A 10	•	N/A	17	5
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Placement N/A 206 323 Personal Rights Violation N/A 153 233 Child Welfare Services/ N/A 99 197 Probation Issues N/A 82 79 Independent Living Program N/A 82 79 Medical, Dental, or Mental Health N/A 44 44 Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A 10 14 Discrimination N/A N/A 10	0.1:			
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Probation Issues Independent Living Program Medical, Dental, or Mental Health N/A Abuse and Neglect in Placement N/A Immigration N/A Court, Attorney, or CASA Issues N/A Discrimination N/A N/A N/A N/A N/A				
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Abuse and Neglect in Placement N/A 23 79 Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A 10 14 Discrimination N/A N/A 10		N/A	_	
Immigration N/A 15 5 Court, Attorney, or CASA Issues N/A 13 17 Education N/A 10 14 Discrimination N/A N/A 10		N/A	23	79
Court, Attorney, or CASA Issues N/A 13 17 Education N/A 10 14 Discrimination N/A N/A 10	•	N/A	15	5
EducationN/A1014DiscriminationN/AN/A10	9			
	•			14
Other N/A 71 58	Discrimination	N/A	N/A	10
	Other	N/A	71	58

N/A = Not Available

Source: California Office of the Ombudsman for Foster Care